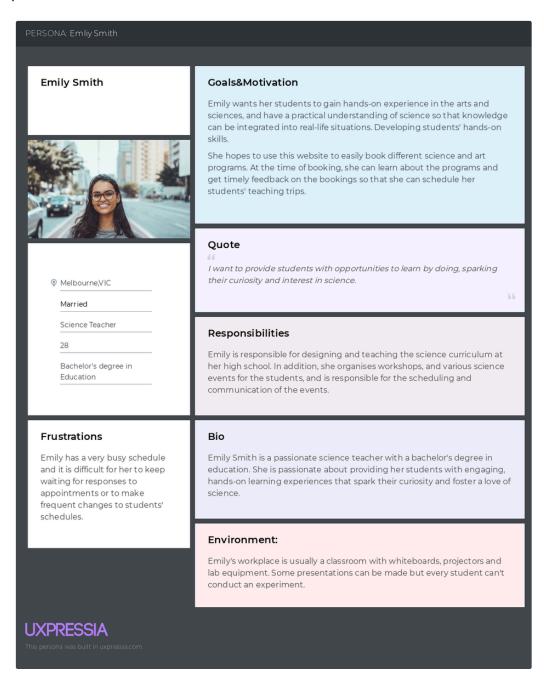
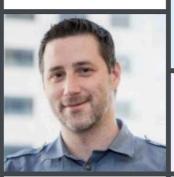
Personas

Personas can help design teams better understand their target user groups. We collect personas from different groups including the school's teachers who will use the booking system to book, and the science gallery booking team who manage the booking requests, other science gallery staff and students who want to explore the science gallery. Those personas have different genders, different generations and different educational backgrounds.

Persona Group: School Educator



Alex Nguyen



Goals&Motivation

As the manager of Science Gallery, he is committed to ensuring that events run smoothly and provide visitors with an exceptional experience. He plans engaging activities that stimulate student curiosity and promote visitors' exploration of art and science. He is required to confirm all bookings, ensure that appointments run smoothly, avoid unpleasant experiences, look after visitors and provide them with interesting programs.

Quote

44

I am committed to running a variety of activities in the Science Gallery to help students to be able to better experience and explore science and to ensure that bookings can run smoothly.

99

Melbourne,VIC

Single

Science Gallery Manager

36

Bachelor's degree in Science

Responsibilities

Alex Nguyen is responsible for managing the activities of the Science Gallery, including managing programme content, equipment, space, staffing, etc. Alex also manages appointments from different schools, and visitors and ensures that the appointments run smoothly.

Bio

Alex Nguyen is the Manager of Science Gallery, overseeing day-to-day operations and coordinating events and exhibitions. With a Bachelor's degree in Science, he has the expertise to design events that provide a great experience for visitors.

Frustrations

Alex has many difficulties at work. Firstly, the Science Gallery is a shared space with the school, so coordinating the use of the space can be a difficult issue. Secondly, the current booking process is very old and there is a huge amount of work that needs to be done manually. A great deal of communication is done through email, which is very inefficient. Thirdly, innovating a new programme is challenging in itself and also needs to take into account the age and other constraints of the visitors.

Environment:

Alex works in the Science Museum office and regularly interacts with visitors, staff and partners. Alex needs to use a lot of software such as Microsoft Office, Microsoft Planner, Microsoft Bookings and Microsoft Calendar to manage these bookings. He also offers visitors a way to book appointments through the science gallery website.

UXPRESSIA

This persona was built in uxpressia.com

Lucy Thompson Goals&Motivation Lucy seeks to explore diverse scientific topics, find inspiration for her artwork, and foster personal growth through science exhibitions. Quote I find beauty at the intersection of art and science. Responsibilities Lucy Thompson is an art student with a passion for science exhibitions, who actively participates in exhibitions to broaden her knowledge and enhance her aesthetic of events and exhibitions. Bio Lucy Thompson is an 18-year-old art student who is curious and creative, Melbourne,VIC with a knowledge of both art and science. Lucy finds herself drawn to Single science exhibitions where she can explore the wonders of the natural world interactively and engagingly. Although Lucy focused on art in her studies, student she finds science to be a source of inspiration and fascination. She enjoys getting immersed in exhibitions, discovering new concepts and finding 18 ways to incorporate them into her artwork. Art student **Environment:** Lucy Thompson's living environment consists of art studios and classrooms where she Frustrations immerses herself in her creative pursuits as an art student. Outside of the academic environment, Lucy explores science exhibitions at the Science Centre, finding inspiration and knowledge from interactive displays and hands-on activities. She also participates in Lucy Thompson, despite her online communities to share her experiences and discoveries. passion for science fairs, is often frustrated by the difficulty of booking, the complexity of the space and the lack of clarity of concepts. **UXPRESSIA**

Persona Group: Science Gallery Staff

David Patel



Goals&Motivation

David Patel's main goal is to provide high-quality workshop experiences that result in meaningful learning experiences for the visiting school community. He wants to organise workshop activities efficiently and effectively to ensure that participants are fully engaged and enjoying the activities. He wants to make full use of the booking system to streamline the workflow and increase efficiency so that he can focus on delivering high-quality workshops. At the same time, avoiding the situation where the same workshop room is occupied at the same time improves efficiency.

Quote

Responsibilities

and workshop space are not occupied.

66

I make sure that every visitor has a high-quality experience and that I can give my full attention to the workshop.

David Patel coordinates and facilitates workshops at the Science Gallery.

managing logistics and ensuring visiting school groups have a smooth and enjoyable experience. He needs to ensure that the equipment, facilities,

This includes designing the workshop curriculum, arranging events,

99

Melbourne,VIC

Married

Program Tutor

24

Bachelor's degree of Science

Bio

David Patel is an enthusiastic workshop tutor at Science Gallery. David has a background in education and is committed to creating great learning experiences for visiting school groups. He ensures participants have a smooth experience.

Frustrations

David's workshop may not be able to make reservations due to workshop equipment limitations or occupied space. As a result, many schools are unable to make appointments or provide workshops and lead student tours for more visitors, which makes David very frustrated.

Environment:

David Patel's environment is in the Science Gallery office. He manages devices using the gallery such as iPads, 3D models, etc. At the same time, use various office software such as Microsoft Calendar to communicate with colleagues about appointments.

UXPRESSIA

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